



## **Environmental Case Study**

### **The Hilton Sydney**

#### **Introduction**

Hilton Worldwide operate, own, manage and franchise over 3,000 hotels globally. Within Australia, Hilton Worldwide operates eight hotels in the major cities under the 'Hilton' brand, a name synonymous with hotels that is recognised globally.

Hilton Worldwide recognises its environmental responsibilities with 'protecting our global environment' being part of its mission statement. Further Hilton Worldwide has a global environmental sustainability policy that 'embraces an environmental mission and strategy that encompasses each and every team member' and focuses on key environmental commitments including: water, waste and energy efficiency, CO2 reduction, renewable energy where available and sustainable buildings and operations.

By setting goals, measuring and benchmarking performance and adopting and developing best practices, Hilton Worldwide aims to comply with local, national and international legislation, nurture environmental practices with suppliers and business partners and support the local community. A key element to achieving success is to engage, train and empower its team members and communicate and publish its performance against established targets.

Globally Hilton Worldwide has developed internal monitoring procedures to assist in measuring and benchmarking performance that focus on 3 core areas of water, waste and energy, and has made a commitment that all properties must adopt the procedures and supply monthly performance figures so that each property can be assessed on its environmental performance. The program identifies in one simple, user-friendly snapshot how the property is performing generally, and also identifies changes on a month-by-month basis, so that monitoring and overall performance can be easily ascertained.

Hilton properties within Australia have made significant inroads in their environmental performance via dedicated and determined environmental committees and champions. Hilton Sydney has been undertaking joint environmental initiatives with some of its key suppliers for the past year, championed by its chief engineer, and its environmental committee was re-launched 6 months ago with the commitment and involvement of the General Manager and other Heads of Departments.

### **Hilton Sydney**

Hilton Sydney commenced its environmental program in 2006 via a joint initiative with Sydney Water, to focus on its water use, and more importantly help Sydney Water achieve its target of reducing water consumption by 17% between 2001 and 2010. In June 2008, the hotel's environmental committee was re-launched and is focussed on water, waste and energy usage.

### **Water**

Hilton Sydney, a 577 room hotel uses a substantial amount of water each year. A water audit conducted by Sydney Water identified 3 key areas in where improvements could be made:-

- Over 11 million litres of water saved via improving toilet cisterns
- Saving 9 million litres of water a year by installing flow control showerheads
- Preventing overflows from cooling towers saved 6 million litres per year

By implementing these schemes, the hotel reduced its water usage by over 14%, and continued to see water usage per guest fall in 2007 and 2008, but rose again in 2009 due to the increase of leisure guests. The increase can be pin pointed to guests making more use of the leisure facilities and the propensity for leisure guests to enjoy baths, whereas the business guest is more inclined to shower.

Other initiatives include

- A joint venture with its chemical supplier has reduced the amount of harmful chemicals utilised in the building by using natural products, thus reducing pollutants in the water discharged from the hotel.

- Guest awareness cards in bathrooms
- Installation of a new energy and water efficient dishwasher
- No rinse floor cleaner

### Waste

Prior to contracting its waste to a specialist waste recycling company, Hilton Sydney recycled 23% of its waste. Now the hotel recycles around 88% of its waste and has set a target to recycle 90% of its waste. Features include:

- Focus on paper recycling within hotel and ensuring each desk has a designated paper recycling bin
- Dedicated bins for various waste products including paper and cardboard, organic waste, bottles and general waste
- Waste awareness program around all departments within the hotel and signage above each waste point
- Reminding staff and Housekeeping to return metal hangers to the laundry
- Future waste management plans for targeted outlets

### Energy

Huge inroads have been achieved in energy consumption at Hilton Sydney, and in the last year, over 1.5m kWh have been saved from the previous year, which equates to the equivalent of powering over 10,000 houses for 1 day. Also, as the hotel is a substantial energy user, price reductions were also negotiated with the energy provider, which could be utilised for further capital investment in environmental projects. Initiatives include:-

- A comprehensive energy management system
- Introduced preventative maintenance programs on all plant, machinery and equipment to improve efficiency
- Strategic management of air conditioning plant and equipment, including remote off-site control by the facilities manager

- Automated link between room air conditioning and the reservation system of the hotel that switches air-con on when the guest checks-in and off when checks-out
- Gradual replacement of light bulbs within the hotel to compact fluorescents that use 80% less energy and have a lifespan of over 10 years
- Program to identify areas within the hotel that can benefit from having individual switches to switch off non-essential lighting
- An educational drive to remind all employees to switch off electrical equipment after use, especially office staff to switch off all computers and printers

### Education

To achieve its goals, Hilton Sydney is dedicated in engaging and educating its employees in its environmental initiatives via:-

- An environmental awareness element in its induction program
- Team briefings
- Monthly and bi-annual hotel-wide meetings
- Presentations
- Progress bulletins and educational boards within the staff canteen
- Monthly focus points to remind staff of the importance of the environment to the hotel's operations

### Conclusion

Hilton Sydney is committed to a long-term program to improve its environmental performance by continual monitoring and reporting on current practices and encouraging all its team members to highlight areas of improvement and actively participate in achieving its targets.